



Welcome to SAVOY GROUP WHO COVID-19 Regulations

Dear our Valued guests

Savoy Group management and team are welcoming you and wishing you a nice, enjoyable and safe vacation.

Kindly be informed that the hotel implemented all the necessary actions and measures to secure a safe and clean environment and to ensure the health and protection of all individuals.

We take standards for hygiene and cleanliness very seriously and are proactively implementing additional hygiene procedures and precautions to ensure that the highest possible standards are upheld throughout every area and service which the hotel provides, for its guests as well as our own team. We are committed to playing our part in trying to prevent Covid-19 from escalating. We ask that our guests do the same and follow healthcare and all guidelines regarding personal hygiene, and keeping social distancing and it remains a sole responsibility of our guests to follow all the hygiene and safety regulations to stay safe.

- The temperature of all guests will be taken by using a non-contact infra-red thermometer.
- Guests running a temperature of more than 37.5 C will be directed to the closest hospital/medical facility.
- Guest luggage will be disinfected and cleaned by the entrance upon arrival.
- All vehicles entering the hotel will be sprayed to be disinfected first.
- Valet service will not be available.
- Handshaking, hugs and kisses, etc. are all prohibited.
- Social distancing of at least two meters should be maintained all the time.
- It's recommended to use your own pen or a single-use pen to fill in any required documents.
- Pre-register via email is recommended if applicable.
- It's recommended to use credit/debit card rather than cash to settle your payments.
- The maximum capacity for any room is two adults and two children (less than 12 years old).
- Rooms will not be allocated next to each other; one vacant room at least will be kept in between.
- Personal Protective Equipment PPE (Face masks, Gloves and Sanitizer tissues) will be provided in all guest room, therefore kindly admit wearing and using it.
- Hand sanitizer dispensers will be distributed in reception, restaurants, bars, corridors and all public areas, therefore kindly sanitize your hands frequently.
- In the restaurants and outlets a distance of two meters between tables will be kept and a distance of one meter between persons in the same table and only two people can share the same table.
- Open buffet services will be totally banned and all food will be pre ordered from a set menu.
- In the restaurants: some tableware will be disposable (one-way use)
- Shisha service will be prohibited.
- Guests should avoid overcrowded elevators and to maintain a Social Distancing of two meters inside the elevators.
- Priority for using elevators shall be given to people with reduced mobility, pregnant women or the elderly.
- People sharing the same room can use the elevator together, even if they exceed the permitted capacity for social distancing.
- A distance of two meters between sunbeds by the pool or beach will be set and please it's not allowed to move or rearrange sunbeds.
- Beach towels will be provided to each room on a daily basis.
- Sunbeds shouldn't be used without a towel under any circumstances.
- Access to Sauna, Jacuzzi, steam rooms and massage is prohibited.
- Kids club services will not be available.
- All parties and gathering events will be prohibited and all activities in the hotel will be minimized.
- Due to the anti COVID-19 measures, it is forbidden to gather in the common areas of the establishment: dining rooms, corridors.
- Sufficient supply of hand sanitizers, gloves, masks, paper towels and disinfectant materials will be available in all properties to be used frequently
- 24 hours medical service is available accordingly guests should directly contact the reception in case of feeling unwell or have any symptoms.
- Following the latest Government Regulations, if the guest was diagnosed positive with COVID-19 during the stay, the hotel can provide a self-isolated accommodation against the charge, or transfer the guest to the nearby government hospital. The hotel remains the right to reject guests who are showing the symptoms of the disease including fever, cough, sore throat and headache.
- The hotel reserves the right to increase the safety measurements or to apply more rules according to any update related to Covid-19.
- All guests will hold the responsibility to follow all common health and safety procedures and to be totally responsible for their own safety.
- In case of feeling sick of any symptoms, directly contact Reception/Guest relation.

